

# LETTINGS POLICY



# HANOVER RETIREMENT HOUSING



## LETTINGS POLICY STATEMENT

### INTRODUCTION

The purpose of this document is to set out the priority order for allocating Hanover Retirement Housing properties which is fair, transparent and accountable. It determines who can apply for housing, the way their application is assessed, the priority order for offers of accommodation and the type of accommodation that may be offered.

### POLICY

Hanover is committed to ensuring that properties are allocated fairly, efficiently, without prejudice or discrimination to those who apply for retirement housing and who meet our waiting list criteria.

Our policy applies equally to everyone who applies to or is on the waiting list.

### AIMS

To ensure that staff and applicants to our waiting list are aware of the lettings policy and the priority order for allocations by:

- Housing people who are identified as having the highest priority need
- Giving people as much choice and control as possible over where they live
- Ensuring that properties are let fairly and that legal and regulatory obligations are fulfilled.
- Ensuring that properties are let quickly and efficiently, providing good value for money.
- Being non-discriminatory and promoting equal opportunities and diversity in housing.
- Provide reasonable opportunities for existing residents to transfer to other Hanover properties.

### COMMITMENT AND REVIEW

The Group Board looks to the support & professionalism of staff at all levels in making this policy truly effective. The effectiveness of this general statement of intent & other specific policies & procedures in use, will be regularly reviewed & revised as & when necessary.

A handwritten signature in black ink that reads "Brian Moore".

Signed:

Dated: 21<sup>st</sup> January 2009

## LETTINGS POLICY

# POLICY, OVERVIEW AND GUIDANCE

## 1. OVERVIEW

- [1] Context
- [2] Links to other relevant Hanover PPG
- [3] Review date for PPG
- [4] Links To Hanover Corporate Value And 4 Strategic Steps

[Back to PPG Contents](#)

### [1] CONTEXT

Hanover's existing lettering and transfer policy was introduced in 2002. Prior to that time, Hanover had operated a point-based assessment of the housing need of people applying. The aim in 2002 was to move to a more choice-based approach. Waiting lists are held for each separate location.

As a result of this policy, existing resident, particularly those living at popular locations can find it hard to reach the top of the waiting list for a move.

Concern about certain aspects of our policies on Hanover tenants moving from one Hanover property to another were expressed at forum meetings and at the Stronger Together events in October 2008. As a result a postal survey of resident representatives and In Touch panel members was carried out in December 2008. The prime purpose of the survey was to take views on the key topic of who has priority for lettings and how we define an urgent move. The 5 new categories defined in this policy have been drawn up as a result of this consultation.

## [2] OTHER RELEVANT HANOVER PPG

PPG Area		Implications
Refusal		
National Lettings Panels		
Rehousing Foreign nationals		
Tenancy sign up checklist		
Allocating properties on newly built schemes		
Sponsored nominations Allocations Policy		
Rehousing of Estate Managers		
Empty property lettable inspection report		
Notifying HoC of void properties		
Void classification and charge policy		
Suspension and exclusion from Waiting list		

## [3] REVIEW OF THIS PPG

This PPG will be reviewed in March 2010. Interim revisions may be required in the light of the changes referred to above.

#### [4] Links To Hanover Corporate Value And 4 Strategic Steps

4 Strategic Steps <a href="#">(back to Policy Statement)</a>
1. Providing clarity to allow choice
2. Engaging residents in determining quality standards and priorities for improvement
3. Offering new opportunities for rent and home ownership
4. Helping residents to do the things they want

***(1) Hanover will advise existing and prospective residents of its new lettings policy to ensure that residents are aware of the priority order for letting properties.***

This will enable residents to make informed choices about their current homes and future housing needs.

Steps 1,2 ,3 and 4

***(2) Hanover's new lettings policy has been developed as a direct response to residents comments about the difficulties for existing residents to achieve a transfer.***

Hanover has listened to residents and set about changing its policy to help residents do the things they want to do.

Steps 1,2,3 and 4 .

***(3) Hanover recognises that external Policy, Legislation and regulation is changing in this area. This Policy Statement and supporting documentation will be reviewed and update to reflect changes***

Steps 1, 2 and 4

***(4) Hanover is committed to delivering quality services to all, responding positively to the needs and expectations of all users of the service.***

We aim to provide a high quality, effective, readily accessible and understandable lettings process which offers good value for money and efficiency savings.

Steps 1,2 and 4

[END of OVERVIEW]

## INTRODUCTION

Hanover is a national provider of retirement housing. We manage around 10,500 rented properties throughout England.

People wanting to rent a retirement property from Hanover are offered accommodation in the following priority order. Offers are made in order of the date of application within each of the five priority categories. Decisions on the priority categories are made by a national lettings panel.

This policy does not apply to Extra Care, where each estate has its own eligibility criteria. You can obtain information about these criteria from your Estate Manager or from the Service Centre (Tel: 0800 280 2575).

## PRIORITY ONE: URGENT MOVES

Top priority is granted to people who need to move because:

- The person is at immediate risk of serious injury from other people
- The person has lost their home either temporarily or permanently as a result of an incident such as a fire or flood, or where Hanover needs to redevelop their home
- There is another urgent reason agreed by our lettings panel

## PRIORITY TWO: LOCAL AUTHORITY NOMINATIONS

In almost all places, we have agreements with the local council to let 50% of our vacancies to people whose names they have given us. Usually we do this by asking the local council to nominate for every other vacancy. Priority 2 is also given to nominations from a very small number of benevolent organisations, who have in the past negotiated the right to a certain number of lettings nationally. There are, however, very few of these.

### **PRIORITY THREE: HANOVER TENANTS WITH PRIORITY STATUS**

Priority 3 applies where a Hanover tenant has a proven medical or support need for a move and the property on offer will meet that specific need. Some examples of situations would be:

- The person finds it difficult to get in or out of their home, or to get around inside their home, because of difficulties managing stairs.
- The person needs a facility in the property that they do not have in their existing home: e.g. a walk-in shower, wheelchair accessibility.
- The person has a serious illness which their housing conditions make worse or difficult to treat.
- The person needs more help and support with day to day activities than can be provided where they currently live.
- The person needs to move nearer to friends or family who provide support.
- The person is at risk of significant violence, harassment, abuse or threats.

### **PRIORITY FOUR: MEMBERS OF THE GENERAL PUBLIC WITH PRIORITY STATUS.**

Priority 4 applies when a member of the general public has an urgent medical or support need for a move and the Hanover property on offer will meet that person's specific needs. If the person's existing property is capable of adaptation to meet the need the person applying would not be eligible for this category. Some examples of priority situations would be:

- The person finds it impossible or severely difficult to get in or out of their home.
- The person cannot be discharged from hospital because their existing home is unsuitable.
- The person has a life threatening illness which is being made significantly worse by their housing conditions.

### **PRIORITY FIVE: CHOICE LETTINGS**

People who do not meet one of the above categories are offered a property in the order in which they are registered on the waiting list. Applicants and tenants have equal priority.

## TWO BEDROOM PROPERTIES

We try to let properties which match the size of households seeking re-housing and/or meet the medical needs of residents.

This means that two bedroom properties will be offered to

- a couple with a son or daughter
- a couple with a proven need for two bedrooms
- a brother and sister
- a household that has support from a live in carer

before other applicants.

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### Lettings Policy

Document Ref: 00044.2  
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Review Date: Mar 2010  
Policy Lead: Vera Brealey, Retirement Housing Director

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### Version Control

Version No	Purpose/Change	Author	Date
44.1	original	Vera Brealey	March 09
44.2	Incorrect issue date on footer – amended to March 09	Anne Everson	November 09

